



University of Tennessee, Knoxville

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Municipal E-News

Municipal Technical Advisory Service (MTAS)

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MTAS

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CITY SPOTLIGHT:

CORNERVILLE

Marshall County

Incorporated 1849

2013 Population: 1,194

Municipal Management Consultant

Jeff Broughton

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CLASS LISTINGS & INTERACTIVE TRAINING CALENDAR

Mark your calendar! MTAS training events and conferences are listed here along with information on how to register for upcoming training events on your Solution Point account. [READ](#)

RESEARCH/INFORMATION CENTER NEW MATERIALS

MTAS's Research and Information Center is always adding new materials to its collection. See what's new for this month. [READ](#)

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER

[READ](#)

10 FILIPINO DELEGATES ATTEND RENEWABLE ENERGY CONFERENCE IN TENNESSEE

Filipino Delegates representing local governments, academia and the media joined with the Tennessee Renewable Energy and Economic Development Council (TREEDC) members in an international conference that showcased a tour of renewable energy facilities and a sharing of best practices on October 10-17. [READ](#)

MTAS DELIVERS CUSTOMER SERVICE TRAINING

Over 170 participants attended the "Customer Service for Frontline Employees" training presented by MTAS in the four locations across Tennessee. [READ](#)

CHATTANOOGA IS COMMITTED TO EMPLOYEE PROFESSIONAL DEVELOPMENT

Justin Holland believes in professional development and has a great story to tell about how he and his staff benefitted from training offered by MTAS and CTAS. [READ](#)

CLOSE THE DOOR!

The State Fire Marshal's Office recommends that when you go to sleep at night you close the door. [READ](#)

Make plans to attend the

WOMEN in Public Service symposium

November 13

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MTAS Online

3 new certificate programs

Administrative Professional Online Certificate

Human Resources Essentials Online Certificate

Managerial Essentials Online Certificate



10 Filipino Delegates Attend Renewable Energy Conference in Tennessee

FILIPINO DELEGATES REPRESENTING LOCAL GOVERNMENTS, academia and the media joined with the Tennessee Renewable Energy and Economic Development Council (TREEDC) members in an international conference that showcased a tour of renewable energy facilities and a sharing of best practices on October 10-17.



During the conference, Philippine and Tennessee renewable energy stakeholders developed an action plan to help each other advance renewable energy by creating more educational awareness, initiating social responsibility programs which facilitate energy efficiency, biomass with solar-related projects. The Philippine delegation consisted of the following:

- Naga City Philippines Mayor John Bongat
- Philippine Association of Extension Program Implementers, Inc President Dr. Angelica M. Baylon, Maritime Academy of Asia and the Pacific
- University of Pasig City Philippines President Dr. Amihan April Alcazar
- Attorney Richard Anthony D. Alcazar of Tan Acut Lopez and Pison Law Offices
- Technological University of the Philippines Director of International Linkages Dr. Gina Lapaz-Basa
- Philippine Electronics and Communication Institute of Technology President Romeo Zerrudo
- Philippines GNN News Network General Manager/ Central Bicol State University Fred Perdon
- PNU Vice President Rebecca C. Nueva España
- PNU Visayas Executive Director and Provost Marites C. Geronimo; and
- TREEDC International Affairs Director Douglas Jackson

The delegation was hosted by Tennessee Tech University, the University of Tennessee Institute for Public Service, Vis-Solis, PHG Energy, Wampler's Sausage, Rhoades Car International, NORESCO, Hannah Solar, Clean Line Energy Partners and the cities of Kingston and Ducktown.

MTAS Delivers Customer Service Training

OVER 170 PARTICIPANTS ATTENDED the Customer Service for Frontline Employees training in four locations across Tennessee. Dr. P. J. Snodgrass, with the Municipal Technical Advisory Service (MTAS), presented this interactive four-hour class that provided training on techniques and skills frontline employees can use to handle the most difficult customers.

The class was a collaborative effort between MTAS and its sister agency the County Technical Assistance Service (CTAS). The participants heard how cities and counties have much the same issues when dealing with an irate customer. The class included

interaction that allowed city and county employees to talk about their own experiences and share knowledge and many interesting stories. A video of customer service scenarios in a municipal setting provided excellent examples of how to handle difficult customers effectively and positively.

Classes were held in Kingsport, Knoxville, Jackson and Franklin in order to meet the needs of MTAS customers across the state. Some participants comments about what they liked most were: "The interaction and hearing other cities' or counties' situations and how they handle the problem" and "It was fun and I learned more about myself and how to interact with people."



▲ Participants in Kingsport interacting with the class and MTAS instructor, Dr. P.J. Snodgrass.

Letter to the Director

Mr. Thomas,

I just completed the CMFO program and I wanted to share with you how much I thoroughly enjoyed the program and will recommend it to other individuals within the city of Memphis. Kay Stegall and Sharee Brewer were exceptional instructors. They were always willing to go the extra mile to ensure that the class obtained a complete understanding of the information being presented. They were always willing to help and often went beyond the call of duty in providing examples of how we can incorporate various aspects of the program into our municipalities. Without the help of these two individuals, I do not think I would have been successful in completing the program. Once again, thanks for sharing your awesome employees with us.

Regards,

Catrina McCollum, CFE, CICA, Supervising Auditor, city of Memphis



Chattanooga is Committed to Employee Professional Development

JUSTIN HOLLAND BELIEVES IN PROFESSIONAL DEVELOPMENT and has a great story to tell about how he and his staff benefitted from training offered by MTAS and CTAS. Earlier this year, Justin contacted MTAS and requested a series of three Municipal Management Academy (MMA) programs for his staff at the city of Chattanooga Wastewater department. Eighteen staff completed all eight of the four-hour courses in MMA Level I in early October. Topics included management, understanding work styles, planning and organizing, human resource overview, performance management, workplace harassment, communication skills and motivation. All classes include group activities and focus on the participants' own experiences in the workplace. The second group started the academy on October 15th and a third group will start in late January 2015.

Justin's story goes like this...

When I started with the city of Chattanooga in 2005 as the safety and training coordinator with the public works department, I attended the MTAS Municipal Management Academy Level 1 course scheduled through the Human Resources Department. Following the level one course I was promoted to the city's sanitation manager and attended the second level of courses. The courses were a great introduction to supervision in a practical application where I was able to share my thoughts and ideas with coworkers and peers. In 2010 I attended a series of technical training sponsored by CTAS to receive a Solid Waste Professional Certification. In 2013 I became deputy administrator for the city of Chattanooga's department of public works and recognized a need for basic supervisory and technical training throughout the department from crew foremen through senior managers who didn't frequently deal with complicated personnel matters. As a result of our assessment and from round table discussions with employee groups, I began researching supervisor training opportunities with our human resources department and recalled the value in the training that I'd received from MTAS through the Municipal Management Academy. Our human resources department yielded professional development to the departments and we scheduled all of our supervisory staff who had not attended these training courses to attend and work through the first series. The response from the attendees has been extremely positive and beneficial. We have historically received a great deal of support from MTAS in terms of technical expertise as well as training, and look forward to continuing this type of training for new supervisors. We are already looking for subsequent training opportunities through MTAS for level 2 MMA courses and with the Center for Industrial Services to assist with OSHA training at our wastewater treatment facility. We feel that MTAS has continued to partner with us in research, training, and technical support and we value the relationship we have to reach out to our counterparts working in and with municipal governments. I'm always impressed with the University of Tennessee's Institute for Public Service and value its continued support.

Close the Door!

By MTAS Fire Management Consultant
Dennis Wolf



THE STATE FIRE MARSHAL'S OFFICE RECOMMENDS that when you go to sleep at night you close the door. A closed door can slow down the progress of a fire inside a home. The closed door is a barrier for smoke and heat and can provide precious time to enable you and your loved ones to escape the home safely and help control the fire.

Close the Door! is what State Fire Marshal Gary West is telling Tennesseans in an effort to save more lives if a fire should occur.

"A door is one of the best pieces of firefighting and lifesaving equipment," West said. "If you leave a room that is on fire, simply closing the door behind you can be the best decision you make."

Closing the door reduces fire growth, slows the spread of the fire inside the structure, limits damage to your home, and could possibly save lives. If you are in a home or building and a fire starts, close the doors on your way out. This will slow down the progress of the fire and could help reduce property damage.

MTAS Training Opportunities

CONFERENCES

WOMEN in Public Service symposium November 13

WOMEN IN PUBLIC SERVICE SYMPOSIUM (MTAS)
November 13, 2014
Murfreesboro

NATIONAL LEAGUE OF CITIES CONGRESS OF CITIES AND EXPOSITION
November 18-23, 2014
Austin, TX

TENNESSEE PUBLIC RISK MANAGEMENT ASSOCIATION (TNPRIMA)
November 19-21, 2014
Nashville

For a listing of all 2014 MTAS Training Opportunities, click [here](#) for the Training Catalog.

CMFO-Purchasing, Risk Management and ERP

12/3/2014	8:30 AM	Jackson	West Tenn Research & Education Center
12/3/2014	8:30 AM	Knoxville	UT Conference Center
12/8/2014	8:30 AM	Nashville	UT - CIS Training Room
12/8/2014	8:30 AM	East Ridge	East Ridge City Hall
12/9/2014	8:30 AM	Kingsport	Kingsport Center for Higher Education

Effective Leadership Series: Developing Your Emotional Intelligence

11/11/2014	8:30 AM	Jackson	West Tenn Research & Education Center
11/12/2014	8:30 AM	Nashville	TBI Headquarters
11/19/2014	8:30 AM	Knoxville	UT Conference Center
11/25/2014	8:30 AM	Chattanooga	UT - Chattanooga

Strengths Based Leadership

12/11/2014	1:00 PM	Kingsport	Kingsport Center for Higher Education
12/12/2014	1:00 PM	Collegedale	Collegedale City Hall
12/15/2014	1:00 PM	Knoxville	UT Conference Center
12/17/2014	1:00 PM	Jackson	West Tenn Research & Education Center
12/18/2014	1:00 PM	Nashville	UT - CIS Training Room

Women in Public Service Symposium

11/13/2014	9:00 AM	Murfreesboro	Doubletree Hotel
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